



**LOG-ON TO THE MOST
POWERFUL WEB-INTERFACE
IN THE INDUSTRY**

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1.

Overview

In 1986, Guaranteed Returns® founded the Pharmaceutical Reverse Distribution Industry. Since its inception, Guaranteed Returns® has continued making a positive contribution to the Pharmaceutical Industry through return goods & its various trade segments through professionally supported programs that offer the highest financial potential to its clients. Guaranteed Returns® provides a quality and professional pharmaceutical return goods service. As the first nationwide pharmaceutical return goods company, we are committed to provide excellent customer service within the past, present, and future. Guaranteed Returns® experienced staff and national leadership continues setting the standards of innovation and excellence.

In our continuing effort to provide our customers with the best service possible we have developed a new version of the Guaranteed Returns® Extranet. With this online tool, we have the ability to put more power and knowledge into our customer's hands right from their own personal computer. Online accounts will enable each customer to view and update contact information as well as see fully customized reports on credit information, shipping details, returnable/non returnable reports, and other information regarding the return goods servicing. Also included is the ability to generate forms and shipping labels.

With this unique tool we have taken the pharmaceutical returns industry into the 21st century and will continue to meet and exceed our customers' needs.

2.

How to Sign Up and Verification Process

There are several ways to get setup for an online Extranet account. The easiest method would be to sign up using the new user from right on the website. You can get to this form by clicking on the [not subscribed yet? Click here!](#) Link located under the Internet Account Login located at the top right corner of the Guaranteed Returns® home page. The address of this page is www.guaranteedreturns.com

The form will ask for all of the information needed to get setup with an online account including the name of the facility along with the contact person, DEA #, desired username, etc. Once this form is filled in it will be submitted to our Extranet Dept. for further verification as described below. An automatic email will also be generated at the time of submission listing the information that was submitted.



INTERNET ACCOUNT LOGIN

user name

***** Login

Not subscribed yet? [Click here!](#)

We request that all usernames be between 5-8 characters long. Each online account is allowed to request up to two usernames. Our IT Dept assigns all passwords.

Another way to sign up for an online account is to contact our Customer Service Dept. and provide them with the information needed over the phone. Call 800-473-2138 for immediate help.

Please also keep in mind that any of our Onsite Representatives can also help you to get an online account. Each representative has been extensively trained on the Extranet and can usually get access while visiting your facility. They can also walk you through each of the features of the Extranet

After your information has been submitted it goes through a verification process to determine if the account is eligible to be setup online. Customers must have sent in at least 1 box prior to being setup for an online account or have an appointment date scheduled.

Verification

1. Store/Facility Signup for Extranet Access

1.1. Requesting an Extranet Account

1.1.1 Via Website (approx. 12-24 hour turnaround)

- Customer Clicks on "Not subscribed yet?" button.
- Fills in form
- Submits
- Form is automatically emailed to the Extranet Department, newcust mailbox.

1.1.2 Via Customer Service (approx. 12-24 hour turnaround)

- Customer Service Rep verifies requestors information
- Customer Service Rep obtains desired username.(Password is assigned by the IT Dept.)
- Customer Service Rep submits request via the Store File, which then creates a record for the verification person to view.

1.1.3 Via On-site Rep (immediate access)

- Rep calls IT requesting access for the facility.
- Facility representative is asked to provide acct. number, contact name, email address, and desired username. The pharmacist will then provide the password.
- IT grants access using provided data
- IT verifies that the user has access before call is ended.

1.2. Granting Extranet Access

1.2.1 Requests received via website.

- Extranet Verification person verifies that it is a NEW signup
- Not a new signup

- Verification person contacts account to see if they need a new account or just the existing account.
- Once the account is verified it will be setup by the IT Dept.
- An email will be sent to the contact person once the account is finished.
- Is a NEW signup
- Data is verified by the Extranet Dept. for accuracy.
- Upon verification, the Extranet Department informs IT that access can be granted.
- An automatic email is sent to the customer at time of submission listing the information that was submitted and stating that a letter will be sent with the username & password information once access has been granted.
- IT Dept. sets up access and sends an automatic email with login name, and assigned password to the customer. If the customer does not have an email address they will receive a phone call with this information.

1.2.2 Requests received via Customer Service.

- Extranet verification person will call customer to verify details of submission and assign password for account.
- IT then sets up access and sends an automatic email with username and password information to the customer.

1.2.3 Requests received via on-site rep.

Access is granted at time of request

3.

Logging In To An Online Account

In order to login to the Extranet you must already have your username and password. Once you have completed these steps you can now login to the website to view your account. Please keep in mind that all usernames and passwords should be typed in lowercase letters. Type this into the Internet Account Login area at the top right of the homepage and click Login.

A screenshot of a web form titled "INTERNET ACCOUNT LOGIN" in blue text. Below the title is a text input field labeled "user name". Below that is a password input field with a series of dots. To the right of the password field is an orange button with the word "Login" in white. Below the password field is a link that says "Not subscribed yet? [Click here!](#)".

INTERNET ACCOUNT LOGIN

user name

..... Login

Not subscribed yet? [Click here!](#)

Your account will be authenticated and a screen will appear with your company profile. This means your login was successful.

If you experience any difficulty with the login process please make sure that all Pop-Up Blockers are disabled for this page. You must also have the ability to use cookies in order for the page to load properly. Our IT Dept. suggests adding Guaranteed Returns® website to your list of trusted websites for your computer. To do this please go to Internet Explorer properties and under the Security tab, add us as a trusted site. This will bypass all pop-up blocking or cookies settings that would keep the site from loading properly.

In order for the site to be viewed easily we suggest using the latest version of Internet Explorer along with a screen setting of 800x600 or more.

4.

Store Accounts

Profile

When logging in to view an individual pharmacy the first thing you will see is the store profile. This is where all of the contact information we have on file for this account will be shown including the facility name, address, contact person, account number, etc. If there are any corrections or additions that need to be made, click on Request Changes in the upper right hand corner of the window. This will allow any information to be changed and submitted. Usually this will be updated within 24 hours. You also have the ability to email our Customer Service Dept. right from this screen by clicking [Customer Support](#).

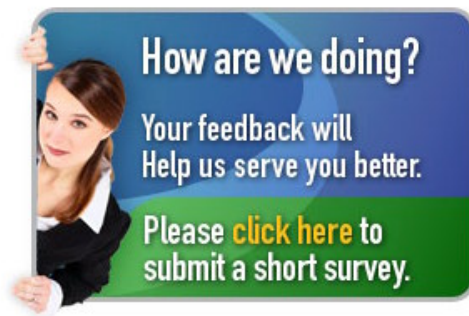
Status Snapshot

The status snapshot allows the customer to have a general overview of the activity on their account. The information provided includes the last store service date, last wholesaler service date, next wholesaler service date, last rep visit, next scheduled rep visit, last pending box received, and # of pending boxes. This will help the customer to identify when they should schedule and appointment or have a rep in. It will also give them an idea of when to expect credits based on the last store service date.

Status snapshot	
Last Store Service Date	6/18/2005
Last Wholesaler Service Date	4/16/2006
Next Wholesaler Service Date	N/A
Last Rep Visit	10/7/2003
Next Scheduled Rep Visit	N/A
Last Pending Box Received	N/A
# of Pending Boxes	0

Customer Comment Card

The customer comment card is a relatively new feature that allows the customer to provide us with valuable feedback on all fazes of their returns process. Each question will gauge their satisfaction by asking questions and allowing them to strongly agree or disagree. There is also a section that allows a customer to fill in his or her own comments and questions. Each survey is received by several managers in the home office for further review.



Cycle

The Cycle page is where all of the detailed information and reports are located for each servicing. This area includes a list of all batches that have been sent in for this account. It also includes several preformatted reports for returnable and non-returnable items, credit status, and CII manifests.

ViewForm - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address <http://www.guaranteedreturns.com/Presentation/Private/Store/Store.aspx>

Google Search PageRank Popups okay Check AutoLink AutoFill Options

Guaranteed Returns® The Industry's Choice For Pharmaceutical Reverse Distribution Services

Logged in: storest1
Role view: STORE
[\[LogOut\]](#)

Profile Cycle Boxes Received

Print Export (XLS) Email Export (CSV)

Date	Estimated Credit From Wholesaler/Check Program	Estimated Credit From Direct Vendors	Processing Fee	Total Estimated Refundable Value	Estimated Non-Refundable Value	Cust Ref	Cycle#	Wholesaler Name	Status	Returnable	Non-Returnable	Credit Status	CII Manifest
06/18/2005	1,422.39	1,146.52	202.30	2,771.21	1,033.19	15152-6712	155	MCKESSON (15152)	Completed				N/A
02/04/2004	158.11	22.55	17.43	198.09	4,084.83	15152-6712	137	MCKESSON (15152)	Completed				

Done Internet

Each heading is listed at the top of the window going from left to right as shown above. Any header that is underlined when you move the mouse over it has the ability to be sorted. To sort the column just click on the column header.

Date	Estimated Credit From Wholesaler/Check Program	Estimated Credit From Direct Vendors	Processing Fee	Total Estimated Refundable Value	Estimated Non-Refundable Value	Cust Ref	Cycle#	Wholesaler Name	Status
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Status

Along with the other details for each servicing there is a Status key that will help you to determine how far along each servicing is.

IN-PROGRESS – this means that the boxes have arrived at our facility and are waiting to be processed.

PROCESSING – this means that the boxes are currently being processed on our state-of-the-art processing machine

RECONCILING – at this stage all of the boxes have been processed and our Reconciliation Dept. is collecting credits for the returnable items

COMPLETED – this means that we have finished collecting credits on this servicing

Report Options

The report section is located towards the end of the screen view. There are three preformatted reports listed including Returnable, Non-Returnable, Credit Status and CII Manifest. In order to view a report you must click on the eyeball that corresponds to the servicing you wish to view. Each report will appear in its own window for easy viewing. You can also sort the data on these reports by clicking on the column header. From this screen you can print the report, save it to disk, export it to Excel .XLS, email it, or export it to .CSV.

*In order to print the reports properly you must have Adobe Acrobat installed on your machine.

At the top of each screen there is a set of buttons that will help the customer to print the report of format it for their needs.



Print

When the print button is chosen for a particular screen it will bring the file into Adobe Acrobat Reader. At this point the screen or report will be formatted with both the address for Guaranteed Returns® and also the complete header for the customer showing the address, DEA number, and also the cycle they are viewing, and the date that the file was generated.

Export (xls)

This option can be used to export the data from the Extranet into Microsoft Excel. It will export the data exactly as it is shown on the screen and it will add all of the header information for Guaranteed Returns® and also for the customer. Once the data is in Excel the data can be manipulated in any way the customer should choose.

Email

The email option allows the data on the screen to be emailed to any email account. Type in the email address of the intended recipient along with the message you would like to include with it. The person at the email address will then receive the data you sent.

Export (CSV)

Another option that will allow a customer to fully customize the data they are viewing is the Export (CSV) function. When you click on this button a screen will appear with a list of all column headings for that report. To remove any of the columns, highlight it on the left side and then click the arrow pointing to the right. This will allow you to have any combination of data you prefer. In order to change the order with which it will appear on the report just highlight the column and click the arrow pointing up. This will allow you to arrange the data in order of importance. Once the data is arranged to your preference, click export and it will be brought into Microsoft Excel exactly as you have arranged it. This function alone will allow anyone to create customized reports on any data available within seconds.

Preformatted Reports

Returnable Report- The returnable report shows all items from a particular servicing that were returnable for credit. Each drug is listed along with the drug name, NDC number, quantity, size, strength, vendor, class, price, and direct. Each column on this report can be sorted by clicking the column header. Several of the columns also subtotal when they are sorted including vendor, strength, drug name, NDC number, class, and direct.

Store Returnable Report

Customer#: 21322
Store#: 5317
Cycle#: 109

Print

Export (XLS)

Email

Export (CSV)

Vendor	Quantity	Size	Strength	Drug Name	NDCNO	Class	Price	Direct
ESI PHARMA	1.00	2.00	.5MG/2ML	DIGOXIN INJ.	00641141035	R	37.51	No
Sub-Total	1.00						37.51	
FUJISAWA HEALTHCARE	10.00	1.00	6 MG	ADENOCARD IV	00469087202	R	327.50	No
Sub-Total	10.00						327.50	
GLAXO WELLCOME	0.50	12.00	20MG	ANECTINE INJ	00173007195	R	18.74	No
Sub-Total	1.00						18.74	
LILLY	1.00	1.00	100 U/ML	HUMULIN R	00002821501	R	23.24	Yes
Sub-Total	1.00						23.24	
MORTON GROVE PHARM	1.00	1.00	5%	METAPROTERENOL SULFATE INHALATION	60432067630	R	29.59	No
Sub-Total	1.00						29.59	
NOVARTIS PHARM.	0.90	10.00	1 MG/ML	BRETHINE	00028750723	R	233.89	Yes
Sub-Total	1.00						233.89	
PFIZER	1.00	1.00	50 MG/ML	BENADRYL	00071440210	R	8.14	No
PFIZER	0.95	100.00	10 MG	PROCARDIA	00069260066	R	58.73	No
PFIZER	1.00	100.00	0.3MG	NITROSTAT	00071041724		8.01	No
Sub-Total	3.00						74.88	
ROCHE/SYNTEX	0.70	10.00		ROMAZICON	00004691106	R	351.92	No
Sub-Total	1.00						351.92	
SCHERING	1.00	1.00	5 MG/ML	NORMODYNE	00085036207	R	31.63	No
Sub-Total	1.00						31.63	
WYETH/AYERST/LEDERLE	0.50	12.00	25 MG	PHENERGAN	00008021201	R	23.06	Yes
Sub-Total	1.00						23.06	

To view a Vendor Returnable Report, click on any vendor name within the Returnable Report and it will open in a separate window. This report lists all of the items that were returned under this vendor.

Towards the bottom of the Returnable Report you will see a credit breakdown showing the total estimate of returnable products, the credits that will be issues by direct vendors, our service fee, the estimated credit issued by the wholesaler, and the total number of returnable items.

Total Estimate of Returnable Products	1,151.96
Credits to be Issued Direct from Vendors *	280.19
Service Fee	114.04
Estimated Credit Issued by Wholesaler	757.73
Total Items:	21.00

Also listed at the bottom of this report is the breakdown of items being credited by direct vendor.

*Direct Vendors

Vendor	Total Credit Issued Direct
LILLY	23.24
NOVARTIS PHARM.	233.89
WYETH/AYERST/LEDERLE	23.06

Non-Returnable Report- The non-returnable report shows all items from a particular servicing that were not returnable for credit. Each drug is listed along with the drug name, NDC number, quantity, size, strength, vendor, class, price, reason code, and lot number. Each column on this report can be sorted by clicking the column header. Several of the columns also subtotal when they are sorted including vendor, strength, drug name, NDC number, class, reason code, and lot number. In order to view the reason code explanations simply hover over the reason code number with your mouse and a small window will appear listing the reason the item was not returnable, this is shown by the blue arrow on the image below.

Non - Returnable Report

Customer#: 21322
Store#: 5317
Cycle#: 109

<div> <div>Print</div> <div>Export (XLS)</div> <div>Email</div> <div>Export (CSV)</div> </div>										
Vendor	Quantity	Size	Strength	Drug Name	NDCNO	Class	Price	Expiration Date	Reason Code	Lot #
ABBOTT HOSP	1.00	1.00	.25%	MARCAINE	00074175250	R	6.77		01	751103A
Sub-Total	1.00						6.77			
ABBOTT HOSP	0.50	10.00	.4MG/ML	NALOXONE	00074178201	R	5.93		02	740153B
BAXTER PHARM	0.10	10.00	.4MG/ML	ATROPINE	10019025020	R	0.15		02	000200
Sub-Total	2.00						6.08			
AMERICAN REGENT LABS	0.04	25.00	0	EPINEPHRINE	00517113001	R	0.30		01	
Sub-Total	1.00						0.30			
AVENTIS/PASTEUR	1.00	1.00	0.1/ML	TUBERCLIN PURIFIED PROTEIN DERIVATI	49281075221		19.28		30	CO834AB
Sub-Total	1.00						19.28			
ABBOTT HOSP	0.10	10.00	1:10,000	EPINEPHRINE HCL	00074492101	R	0.90		23	UNSEALED
ABBOTT HOSP	0.10	10.00	1:10,000	EPINEPHRINE HCL	00074492101	R	0.90		01	
Sub-Total	2.00						1.80			
ABBOTT HOSP	0.60	10.00	100MG	LIDOCANE	00074132305	R	10.08		23	UNSEALED
Sub-Total	1.00						10.08			
ABBOTT HOSP	0.84	25.00	10MG	NEO-SYNEPHRINE HCL	00074180001	R	73.71		02	400253A
Sub-Total	1.00						73.71			
ESI PHARMA	1.00	10.00	130 MG/M	PHENOBARBITAL SODIUM SOLUTION	00008030401	4	27.33		21	2991933
Sub-Total	1.00						27.33			
ABBOTT HOSP	0.80	10.00	2.5G	DEXTROSE	00074177510	R	40.72		23	UNSEALED
Sub-Total	1.00						40.72			
ABBOTT HOSP	0.25	100.00	20 MEQ	POTASSIUM CHLORIDE	00074665106	R	2.69		02	75181DK
Sub-Total	1.00						2.69			
AMERICAN REGENT LABS	1.00	25.00	20 MG/ML	HYDRALAZINE HCL	00517090125	R	375.00		01	2014
Sub-Total	1.00						375.00			
TEVA PHARM.	0.60	100.00	250MG	AMOXICILLIN	00093226801	R	16.20		02	63742
Sub-Total	1.00						16.20			

In addition to the pop-up window with the reason code explanations, there is also a legend explaining what each code means at the bottom of the report when you choose the Print function.

Reason Code	Reason Description
01	OUTDATED PAST VENDOR POLICY
02	VENDOR ACCEPTS FULL PACKAGES ONLY
05	UNDER MINIMUM QUANTITY
06	WHSR RTN. NO CHARGE
21	VENDOR DOES NOT ISSUE CREDIT FOR THIS PRODUCT

To view a Vendor Non-Returnable Report, click on any vendor name within the Non-Returnable Report and it will open in a separate window. This report lists all of the items that could not be returned under this vendor.

Credit Status Report- This report shows the credit distributions that have been made on each servicing. Information included in this report is the distribution number, the date it was distributed, and also the amount of the distribution. If the customer is on a check program then they will see the date a check has been cut, the amount, the check number, and when it cleared. In addition to this information, DOD facilities will also see a fee breakdown window, which will list any additional fees they've paid according to their contract. Each column on this report can be sorted by clicking the column header.

Credit Status Report

Customer#: 43740
Store#: 299
Cycle#: 5

Total Estimate of Returnable Products	3,018.94
Credits to be Issued Direct from Vendors	635.34
Service Fee	271.70
Estimated Credit Issued by Wholesaler	2,111.90

*Direct Vendors

Vendor	Total Credit Issued Direct
ABBOTT PHARM	110.74
BRISTOL/SQUIBB/NOVO	156.79
MYLAN	168.87
NOVARTIS PHARM.	134.94
SANDOZ SERVICES INC.	64.00

Print Export (XLS) Email Export (CSV)

Distribution #	Distribution Date	Distribution Amount
1	01/31/2006	0.00

In addition to the list of distributions made there is also a breakdown of credits distributed by vendor for each distribution. Included in this report is the vendor name, the distribution the credit was for, the date the credits were sent, and the gross amount collected. Also shown is the estimated credit amount the customer should receive for that batch.

Print Export (XLS) Email Export (CSV)

Distribution#	Vendor Name	Date	Gross Amount	Document#
1	ABBOTT PHARM	01/31/2006	110.74	
	Estimated Credit Amount: 110.74 Sub-Total:		110.74	
1	ASTRA/ZENECA	01/31/2006	96.40	
	Estimated Credit Amount: 116.10 Sub-Total:		96.40	
1	AVENTIS PHARM.	01/31/2006	158.18	
	Estimated Credit Amount: 158.03 Sub-Total:		158.18	
1	BOEHRINGER	01/31/2006	21.97	
	Estimated Credit Amount: 82.08 Sub-Total:		21.97	
1	BRISTOL/SQUIBB/NOVO	01/31/2006	156.79	
	Estimated Credit Amount: 156.79 Sub-Total:		156.79	
1	CYPRESS PHARM	01/31/2006	37.21	
	Estimated Credit Amount: 37.98 Sub-Total:		37.21	
1	ETHEX	01/31/2006	36.33	
	Estimated Credit Amount: 53.54 Sub-Total:		36.33	

PRMP Contract Detailed Service Fee Information

Fee Description	Fee
Serv. Fee, Returnable Non Control Items	541.46
Service Fee, Returnable Control Items	25.06
On Site Service Representative Upcharge	119.47
Disposable Cost for Hazardous Waste	23.58
Disposable Cost for Non-Hazardous Waste	23.79

CII Manifest Report

The CII manifest report has been added to provide reporting on schedule II substances that have been returned for processing. This report will list all schedule II items including those that were returnable for credit and non-returnable. The headers in this area include the vendor name, quantity, size, strength, drug name, NDCNO, lot number, returnable amount, non-returnable amount, and reason code. As a default the report is sorted by vendor name, but can be rearranged by clicking on any of the other headers. Each vendor will show the items that were returned for credit and destroyed along with subtotals for each. Grand totals are also provided to show the amount they should receive in return for the control items and the non-returnable amount. Since we do not track credits on controlled substances the grand totals are not included in the returnable and non-returnable estimates for the whole servicing.

C II Manifest Report























Customer#: 15152
Store#: 6712
Cycle#: 137

[Print](#)
[Export \(XLS\)](#)
[Email](#)
[Export \(CSV\)](#)

Vendor	Quantity	Size	Strength	Drug Name	NDCNO	Lot#	Returnable Amount	Non-Returnable Amount	Reason Code
ABBOTT HOSP	5.60	10.00	4 MG/ML	HYDROMORPHONE HCL INJ.	00074130401	748263B		3133.84	01
ABBOTT HOSP	6.10	10.00	2MG/ML	HYDROMORPHONE HCL INJ.	00074131201	768603B		3133.84	01
ABBOTT HOSP	0.50	10.00	10 MG/ML	MORPHINE SULFATE	00074126130	767763B		3133.84	01
Sub-Total:	14.00						0.00	9,401.52	
ABBOTT PHARM	0.10	10.00	100MG/ML	DEMOROL INJ.	00074118031	788403B		3133.84	02
ABBOTT PHARM	3.40	10.00	10 MG/ML	DILAUDID-HP	00044101710	05300037		3133.84	01
ABBOTT PHARM	5.60	10.00	50 MG/5	DILAUDID-HP	00044101725	05330089		3133.84	01
ABBOTT PHARM	0.19	100.00	2 MG	DILAUDID	00044102245	0000040774		3133.84	01
Sub-Total:	12.00						0.00	12,535.36	
BAXTER HEALTHCARE	8.00	1.00	1 MG/ML	MORPHINE SUL	00338268975	012033		3133.84	06
Sub-Total:	8.00						0.00	3,133.84	

Boxes Received

This area allows a customer to view the individual boxes they have sent in for each servicing. Included in this section are the carrier numbers, RA form numbers, box in number, date received, weight, cycle number, process date, and customer box number. Also included is a returnable and non-returnable report of the items in each box. The carrier number is the tracking number used for the carrier such as UPS. Each box that is received also gets assigned a unique box in number to help track it through our warehouse. Each column on this report can be sorted by clicking the column header.

<div> <div>Print</div> <div>Export (XLS)</div> <div>Email</div> <div>Export (CSV)</div> </div>								
Carrier#	RA Form #	Box In #	Date Received	Weight	Cycle #	Process date	Customer Box #	Returnable Non-Returnable
1Z59W0980612056069	W548106	544988	02/16/2005	20	131	03/24/2005	**544988	 
1Z59W0980611838636	W519689	508810	09/01/2004	258	125	09/25/2004	508810	 
**	W	460735	02/04/2004	5	117	03/12/2004	460735	 
1z59w0980611581921	W980965	458351	01/27/2004	18	117	03/01/2004	458351	 
1z59w0980611581921	W	457952	01/26/2004	10	115	01/27/2004	457952	 
1z63x3370381728765	W932064	415269	05/21/2003	15	109	05/21/2003	415269	 
1z59w0980610764824	W803736	374584	08/26/2002	16	105	09/20/2002	374584	 
1z63x3370351177498	W761588	353038	03/21/2002	7	103	05/26/2002	353038	 
1z63x3370351146119	W719155	330920	09/19/2001	2	95	11/08/2001	330920	 
1z63x3370351132491	W701489	319544	06/22/2001	16	117	07/05/2001	319544	 
1z63x3370351106564	W659214	298588	01/12/2001	11	113	02/26/2001	298588	 

5.

Group Accounts

Profile

When logging in to view a group account the first thing you will see is the group profile. This is where all of the contact information we have on file for this group will be shown including the group name, address, contact person, group code, etc. If there are any corrections or additions that need to be made, click on Request Changes in the upper right hand corner of the window. This will allow any information to be changed and submitted. Usually this will be updated within 24 hours. You also have the ability to email our Customer Service Dept. right from this screen by clicking [Customer Support](#).

On the left hand side each facility under the group is listed in alphabetical order. You can view the information for that specific facility by clicking on the name of the facility you want to view.

Corporate

- USAMMCE PH.
- USAMMCE PH.
- USAMMCE/1S
- USAMMCE/355
- USAMMCE/435
- USAMMCE/657
- USAMMCE/86
- USAMMCE/86
- USAMMCE/BA
- USAMMCE/BA
- USAMMCE/BA
- USAMMCE/BA
- USAMMCE/BW
- USAMMCE/BO
- USAMMCE/BO
- USAMMCE/CA
- USAMMCE/CA
- USAMMCE/DA
- USAMMCE/DE
- USAMMCE/DE
- USAMMCE/DJ
- USAMMCE/GR
- USAMMCE/HA

Corporate Profile		Request Changes
Corp Group Code	346	
GPOCode	USAM	
Name	USAMMCE PHARMACY/EUROPE	
Address	BUILDING 4136	
Address	PHARMACY SERVICES	
City	APO	
State	AE	
Zip	09138	
Phone		
Fax		
Contact	MAJ JORGE CARRILLO	

[Customer Support](#)

Cycle

While the corporate account is still highlighted on the left hand side you will be able to see all of the information for the entire group when you click on Cycle. Every cycle that the facilities in this group have sent in returns will be listed here. It also includes several preformatted reports for returnable items, vendor credits distribution, credit summary, and distribution summary. Each heading is listed at the top of the window going from left to right as shown above. Any header that is underlined when you move the mouse over it has the ability to be sorted. To sort the column, just click on the column header.

Date	Estimated Refundable Value	Estimated Non-Refundable Value	Processing Fee	Cust Ref	Cycle#	Wholesaler Name	Returnable	Non-Returnable	Vendor Credits Distribution	Credit Summary	Distribution Summary	CII Summary	Vendor-Store
------	----------------------------	--------------------------------	----------------	----------	--------	-----------------	------------	----------------	-----------------------------	----------------	----------------------	-------------	--------------

Report Options

The report section is located towards the end of the screen view. There are several preformatted reports listed including Returnable, vendor credits distribution, credit summary and distribution summary. We've also recently added several other reports including the CII Summary and Vendor-Store Reports. In order to view a report you must click on the eyeball that corresponds to the servicing you wish to view. Each report will appear in its own window for easy viewing. You can also sort the data on these reports by clicking on the column header. From this screen you can print the report, save it to disk, export it to Excel .XLS, email it, or export it to .CSV.

*In order to print the reports properly you must have Adobe Acrobat installed on your machine.

At the top of each screen there is a set of buttons that will help the customer to print the report of format it for their needs.

Print	Export (XLS)	Email	Export (CSV)
-------	--------------	-------	--------------

Print

When the print button is chosen for a particular screen it will bring the file into Adobe Acrobat Reader. At this point the screen or report will be formatted with both the address for Guaranteed Returns® and also the complete header for the customer showing the address, DEA number, and also the cycle they are viewing, and the date that the file was generated.

Export (xls)

This option can be used to export the data from the Extranet into Microsoft Excel. It will export the data exactly as it is shown on the screen and it will add all of the header information for Guaranteed Returns® and also for the customer. Once the data is in Excel the data can be manipulated in any way the customer should choose.

Email

The email option allows the data on the screen to be emailed to any email account. Type in the email address of the intended recipient along with the message you would like to include with it. The person at the email address will then receive the data you sent.

Export (CSV)

Another option that will allow a customer to fully customize the data they are viewing is the Export (CSV) function. When you click on this button a screen will appear with a list of all column headings for that report. To remove any of the columns, highlight it on the left side and then click the arrow pointing to the right. This will allow you to have any combination of data you prefer. In order to change the order with which it will appear on the report just highlight the column and click the arrow pointing up. This will allow you to arrange the data in order of importance. Once the data is arranged to your preference, click export and it will be brought into Microsoft Excel exactly as you have arranged it. This function alone will allow anyone to create customized reports on any data available within seconds.

Preformatted Reports For Group Accounts

Returnable Report- The returnable report shows all items from a particular servicing that were returnable for credit. Each drug is listed along with the drug name, NDC number, quantity, size, strength, vendor, class, price, and direct. Each column on this report can be sorted by clicking the column header. Several of the columns also subtotal when they are sorted including vendor, strength, drug name, NDC number, class, and direct.

Corporate Returnable Report

Customer#: 22367
Cycle#: 136

Print Export (XLS) Email Export (CSV)

Vendor	Quantity	Size	Strength	Drug Name	NDCNO	Class	Price	Direct
ABBOTT HOSP	15.00	10.00	0.1 MG/M	EPINEPHRINE HCL	00074490118	R	352.20	Yes
ABBOTT HOSP	25.00	10.00	0.1 MG/M	EPINEPHRINE HCL	00074490118	R	587.00	Yes
ABBOTT HOSP	99.00	10.00	0.1 MG/M	EPINEPHRINE HCL	00074490118	R	2,324.52	Yes
ABBOTT HOSP	99.00	10.00	0.1 MG/M	EPINEPHRINE HCL	00074490118	R	2,324.52	Yes
ABBOTT HOSP	10.00	10.00	0.1 MG/M	EPINEPHRINE HCL	00074490118	R	234.80	Yes
ABBOTT HOSP	23.00	10.00	0.1 MG/M	EPINEPHRINE HCL	00074490118	R	540.04	Yes
ABBOTT HOSP	99.00	10.00	0.1 MG/M	EPINEPHRINE HCL	00074490118	R	2,324.52	Yes
ABBOTT HOSP	10.00	10.00	0.1 MG/M	EPINEPHRINE HCL	00074490118	R	234.80	Yes
ABBOTT HOSP	3.00	10.00	50MG	LIDOCAINE HCL	00074913705	R	41.52	Yes
ABBOTT HOSP	2.00	10.00	50MG	LIDOCAINE HCL	00074913705	R	27.68	Yes
ABBOTT HOSP	48.00	25.00	1 GM	ANCEF	00007313016	R	998.40	Yes
ABBOTT HOSP	52.00	25.00	1 GM	ANCEF	00007313016	R	1,081.60	Yes
Sub-Total	485.00						11,071.60	
ABBOTT PHARM	1.00	1.00	0.25 MG/	VI-DAYLIN/F PLUS IRON	00074892850	R	2.55	Yes
ABBOTT PHARM	4.00	1,000.00	0.1 MG	SYNTHROID	00048107005	R	360.00	Yes
ABBOTT PHARM	3.00	1,000.00	0.1 MG	SYNTHROID	00048107005	R	270.00	Yes
ABBOTT PHARM	4.00	1,000.00	0.1 MG	SYNTHROID	00048107005	R	360.00	Yes
ABBOTT PHARM	1.00	1,000.00	0.112 MG	SYNTHROID	00048108005	R	90.00	Yes
Sub-Total	13.00						1,082.55	
ALCON	1.00	1.00	2%	CYCLOGYL	00065039705	R	3.20	No
Sub-Total	1.00						3.20	
ALLERGAN	2.00	1.00	1%-0.3%	PRED-G	00023010605	R	35.18	No
Sub-Total	2.00						35.18	

To view a Vendor Returnable Report, click on any vendor name within the Returnable Report and it will open in a separate window. This report lists all of the items that were returned under this vendor.

Towards the bottom of the Returnable Report you will see a credit breakdown showing the total estimate of returnable products, the credits that will be issues by direct vendors, our service fee, the estimated credit issued by the wholesaler, and the total number of returnable items.

Total Estimate of Returnable Products	231,532.65
Credits to be Issued Direct from Vendors *	75,271.60
Service Fee	24,822.13
Estimated Credit Issued by Wholesaler	131,438.92
Total Items:	6,450.00

Also listed at the bottom of the returnable report is the breakdown of items being credited by direct vendor.

*Direct Vendors

Vendor	Total Credit Issued Direct
ABBOTT HOSP	11,071.60
ABBOTT PHARM	1,082.55
AMERICAN PHARM. INC.	9,440.00
AVENTIS/PASTEUR	53,117.39
BAYER/MILES PHARM.	287.37
BRISTOL/SQUIBB/NOVO	77.98
MAJOR	9.17
WYETH/AYERST/LEDERLE	185.54

Vendor Credit Distribution- This option is available to facilities that will be expecting a first distribution after April 2006. The report gives a breakdown of credits by vendor for each store including the estimated returnable amount and the amount of credits that have been received to date from that vendor.

Manufacturer	Estimated Credit Amount	Credits Received To Date
3M PHARM	4.97	0.00
ABBOTT PHARM	3,612.60	3,612.60
ABBOTT(ACUTE CARE 2)	153.47	153.47
ABLE LABS	192.72	0.00
ADVANCED MEDICAL OPT	72.06	0.00
AKORN	80.75	0.00
ALCON	904.00	0.00
ALLERGAN	579.52	0.00
ALPHARMA/BARRE-NMC	9.26	0.00
AMERICAN PHARM. INC.	42.64	42.64
AMERICAN REGENT LABS	221.25	221.25
AMGEN	2,007.39	0.00
ANDRX PHARMACEUTICAL	161.74	0.00

Credit Summary Report- The group credit summary report shows the facilities under the group that have sent in returns for a particular cycle and the credit summary for these returns. Listed on the report is the account number, store names, estimated gross refundable credit, estimated credit direct from vendor, our service fee, estimated net credit to be issued for the wholesaler/GRX, total estimated cost of non-returnable items, total number of items, and total estimated cost of all products. Each column on this report can be sorted by clicking the column header.

Credit Summary Report

Customer#: 22367
Cycle#: 139

Print Export (XLS) Email Export (CSV)

Acct#	Store Name	Estimated Gross Refundable Credit	Estimated Credit Direct from Vendor	Service Fee	Estimated Net Credit to be Issued for Wholesaler/GRX	Total Estimated Cost of Non-Returnables	Total # of Items	Total Estimated Cost of all Products
91929	USAMMCE PHARMACY/EUROPE	60,595.60	44,388.20	4,326.40	11,881.00	16376.60	547	76972.20
91929	USAMMCE/435 MD RHEIN/MAIN	834.19	209.51	96.38	528.30	378.95	88	1213.14
91929	USAMMCE/86MG USAF (FM5612)	351,096.75	345,469.30	24,936.60	-19,309.15	11310.60	1878	362407.35
91929	USAMMCE/CAMP DOHA-KUWAIT	17,919.51	182.60	1,272.93	16,463.98	139.86	865	18059.37
91929	USAMMCE/HUMANITARIAN (HAP)	2,276.79	294.80	163.40	1,818.59	339.14	1681	2615.93
91929	USAMMCE/LANDSTUHL RMC	225.35	225.35	16.00	-16.00	0	1	225.35
91929	USAMMCE/SHAPE HEALTH FACILITY	38.22	0.00	2.71	35.51	0	35	38.22
91929	USAMMCE/USNH NAPLES, ITALY	72.05	0.00	5.12	66.93	0	11	72.05
91929	USAMMCE/USS EMORY LAND	19,134.06	19,134.06	1,361.72	-1,361.72	1350.00	96	20484.06
91929	USAMMCE/WAR RESERVE (JPPD)ODMG	606.71	369.95	44.68	192.08	1784.79	38	2391.50

Distribution Summary Report- This report shows the credit distributions that have been made on each servicing. Information in this report includes the name of the store, the distribution number, the date it was distributed, the amount of the distribution and the grand totals. If the customer is on the check program you will also see a check number, and the date the check cleared. Each column on this report can be sorted by clicking the column header.

Distribution Summary Report

Customer#: 21322
Cycle#: 139

Print Export (XLS) Email Export (CSV)

Acct#	Store Name	Distribution #	Distribution Date	Check Date	Check #	Check Amount	Date check cleared
38604	AESTIQUE SURGICAL CTR	1	03/08/2006	03/10/2006	82327	37.60	
38604	AESTIQUE SURGICAL CTR	2	04/13/2006	04/21/2006	84621	42.87	
Sub-Total:						80.47	
508341	AMERICAN FAMILY CARE PHARMACY	1	03/08/2006	03/10/2006	82254	798.53	03/29/2006
508341	AMERICAN FAMILY CARE PHARMACY	2	04/13/2006	04/21/2006	84563	497.37	
Sub-Total:						1,295.90	
	BULLOCK COUNTY HOSPITAL	1	03/08/2006	03/10/2006	81586	509.83	03/17/2006
	BULLOCK COUNTY HOSPITAL	2	04/13/2006	04/21/2006	84015	368.96	
Sub-Total:						878.79	
60017	CARDINAL HILL REHAB HOSPITAL	1	03/08/2006			0.00	
60017	CARDINAL HILL REHAB HOSPITAL	2	04/13/2006			0.00	
Sub-Total:						0.00	
017030833	CENTRAL VALLEY MEDICAL CENTER	1	03/08/2006	03/10/2006	81866	509.77	03/17/2006
017030833	CENTRAL VALLEY MEDICAL CENTER	2	04/13/2006	04/21/2006	84234	379.65	
Sub-Total:						889.42	
019-038406	COMMUNITY CTR RETAIL PHARMACY	1	03/08/2006	03/10/2006	83073	2,676.27	03/29/2006
019-038406	COMMUNITY CTR RETAIL PHARMACY	2	04/13/2006	04/21/2006	87263	1,833.42	
Sub Total:						4,509.69	
006-025171	COMMUNITY HOSPITAL OF OTTAWA	1	03/08/2006	03/10/2006	82896	103.92	03/29/2006
006-025171	COMMUNITY HOSPITAL OF OTTAWA	2	04/13/2006	04/21/2006	87118	63.48	
Sub-Total:						167.40	
019-038398	COMMUNITY HOSPITAL PHARMACY	1	03/08/2006	03/10/2006	82973	7,304.19	03/22/2006
019-038398	COMMUNITY HOSPITAL PHARMACY	2	04/13/2006	04/21/2006	87181	4,819.49	
Sub-Total:						12,123.68	

CII Summary Report- The CII Summary report under the group login section shows the name of each facility under the group code along with the Estimated Gross Refundable Value, Total Estimated Cost of Non-Returnable items, Total number of items, and Total Estimated Cost of all products. At the bottom you will also find grand totals for these figures.

C II Summary Report

Customer#: 22431
Cycle#: 179

Print Export (XLS) Email Export (CSV)

Acct#	Store Name	Estimated Gross Refundable	Total Estimated Cost of Non-Returnable	Total # of Items	Total Estimated Cost of all Products
840528	ACPS SURGICENTER	200.00	24.53	9.00	224.53
840539	AUSTIN ENDOSCOPY CENTER	0.00	0.00	0.00	0.00
4537	AUSTIN ENDOSCOPY CENTER II	0.00	0.00	0.00	0.00
50252	BAY VALLEY MEDICAL GROUP	0.00	0.00	0.00	0.00
6000	BAYSIDE SURGICAL CENTER	0.00	0.00	0.00	0.00
10102816	COMMUNITY MEDICAL CENTER	0.00	0.00	0.00	0.00
10103515	COMPLETE RX	0.00	0.00	0.00	0.00
850553	DR. SURGICAL CENTER	0.00	59.00	1.00	59.00
211957	GOLDEN RIDGE SURGERY CENTER	0.00	0.00	0.00	0.00
840805	GRX/SURGERY CTR OF POPLAR BLUF	0.00	0.00	0.00	0.00
5963	HOSPITAL GENERAL MENONITA	0.00	0.00	0.00	0.00
830717	HUNTSVILLE FOUNDATION SURG	0.00	0.00	0.00	0.00
364026	JAMESON MEMORIAL HOSPITAL	180.00	2,941.71	61.00	3,121.71
841254	KIRBY SURGICAL CENTER	0.00	0.00	0.00	0.00
831194	MARYVILLE SURGICAL CENTER	0.00	0.00	0.00	0.00
7571	MEDICAL ASSOCIATES	0.00	0.00	0.00	0.00
SEECOMMENT	MIAMI HAND CENTER	0.00	58.63	2.00	58.63
5822	MICRO SURGICAL SPINE CENTER	0.00	0.00	0.00	0.00
841369	NEW BRAUNFELS SURGERY CTR	0.00	0.00	0.00	0.00

Vendor-Store Report- The Vendor-Store Report is a breakdown by either vendor or store under a particular group that shows the estimated amount of credit a store should receive from each vendor. Also shown will be the amount of credits that have been collected and distributed until all credits have been collected for each vendor. The view can be changed to either see each store and what is owed by the vendors under it, or it can be viewed by vendor and see each store that is waiting for credits. Also included at the top of the screen will be the status of the distributions so it will be noted if it is on it's final distribution.

Vendor-Store Report

Status: Rekon

Print Export (XLS) Email Export (CSV)

Vendor/Store	Estimated Credit	Distribution1(05/01/2006)	Distribution2 (N/A)	Distribution3 (N/A)	Distribution4 (N/A)	Distribution5 (N/A)	Distribution to Date
3M PHARM	\$2,103.74	\$1,380.90	\$0.00	\$0.00	\$0.00	\$0.00	\$1,380.90
COMMUNITY DRUGS	\$321.86	\$211.27	\$0.00	\$0.00	\$0.00	\$0.00	\$211.27
LOMA LINDA UNIVERSITY MED CTR.	\$292.05	\$191.70	\$0.00	\$0.00	\$0.00	\$0.00	\$191.70
MONSOUR MEDICAL CENTER	\$37.35	\$24.52	\$0.00	\$0.00	\$0.00	\$0.00	\$24.52
NASON HOSPITAL	\$151.71	\$99.58	\$0.00	\$0.00	\$0.00	\$0.00	\$99.58
VETERANS MEMORIAL HOSPITAL	\$1,300.77	\$853.83	\$0.00	\$0.00	\$0.00	\$0.00	\$853.83
AAI PHARMA	\$1,317.47	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
COMMUNITY DRUGS	\$18.07	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
LOMA LINDA UNIVERSITY MED CTR.	\$259.88	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
VETERANS MEMORIAL HOSPITAL	\$1,039.52	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
ABBOTT PHARM	\$1,250.30	\$1,251.68	\$0.00	\$0.00	\$0.00	\$0.00	\$1,251.68
BROADALBIN PHARMACY	\$164.15	\$164.33	\$0.00	\$0.00	\$0.00	\$0.00	\$164.33
COMMUNITY DRUGS	\$16.03	\$16.05	\$0.00	\$0.00	\$0.00	\$0.00	\$16.05
KINGSWAY ARMS NURSING CTR	\$401.34	\$401.78	\$0.00	\$0.00	\$0.00	\$0.00	\$401.78
LOMA LINDA UNIVERSITY MED CTR.	\$330.93	\$331.29	\$0.00	\$0.00	\$0.00	\$0.00	\$331.29
MONSOUR MEDICAL CENTER	\$81.73	\$81.82	\$0.00	\$0.00	\$0.00	\$0.00	\$81.82
NASON HOSPITAL	\$32.83	\$32.87	\$0.00	\$0.00	\$0.00	\$0.00	\$32.87
SALEM CLINIC PURCHASING	\$23.04	\$23.07	\$0.00	\$0.00	\$0.00	\$0.00	\$23.07
WHITE COMMUNITY HOSPITAL	\$200.25	\$200.47	\$0.00	\$0.00	\$0.00	\$0.00	\$200.47
ABLE LABS	\$203.49	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
BROADALBIN PHARMACY	\$156.16	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Boxes Received

This area allows a group to view the individual boxes that have been sent in for each servicing from the individual stores. Included in this section are the carrier numbers, RA form numbers, box in number, date received, weight, cycle number, process date, and customer box number. Also included is a returnable and non-returnable report of the items in each box. The carrier number is the tracking number used for the carrier such as UPS. Each box that is received also gets assigned a unique box in number to help track it through our warehouse. Each column on this report can be sorted by clicking the column header.

Print Export (XLS) Email Export (CSV)

Carrier#	RA Form #	Box In #	Date Received	Weight	Cycle #	Process date	Customer Box #	Returnable	Non-Returnable
1259W0980612056069	W548106	544988	02/16/2005	20	131	03/24/2005	**544988		
1259W0980611838636	W519689	508810	09/01/2004	258	125	09/25/2004	508810		
**	W	460735	02/04/2004	5	117	03/12/2004	460735		
1259w0980611581921	W980965	458351	01/27/2004	18	117	03/01/2004	458351		
1259w0980611581921	W	457952	01/26/2004	10	115	01/27/2004	457952		
1263x3370381728765	W932064	415269	05/21/2003	15	109	05/21/2003	415269		
1259w0980610764824	W803736	374584	08/26/2002	16	105	09/20/2002	374584		
1263x3370351177498	W761588	353038	03/21/2002	7	103	05/26/2002	353038		
1263x3370351146119	W719155	330920	09/19/2001	2	95	11/08/2001	330920		
1263x3370351132491	W701489	319544	06/22/2001	16	117	07/05/2001	319544		
1263x3370351106564	W659214	298588	01/12/2001	11	113	02/26/2001	298588		

All of the options under the group area are aimed at helping the account administrator keep track of all of the facilities under their group. In addition to the group information, the administrator can also see specific facility information by clicking on the facility in the left hand column. All of the options described in the Store Accounts chapter pertain for the specific facility.

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